APPENDIX B-4

Appendix B4:
Billing Scenarios

Billing Scenarios

A. Primary Categories

Billing (BLG) Scenarios were generated by applying BellSouth's OSS electronic billing/usage business rules and logical business considerations across the following primary categories:

Primary Categories	Definition
Billing/Usage Types	The types of system generated reports
Customer Types	The type of BellSouth customer (End User, CLEC, etc.)
Interface Types	The types of BellSouth interfaces to be tested
Call Types	The types of calls generated (LD, Local, Operator, etc.)

Figure B.4-I: Billing/Usage Scenario Coverage

1. Billing/Usage Types

Figure B.4-II describes the types of billing/usage reports generated by BellSouth and utilized by CLECs.

Billing/Usage	Description
CRIS/CABS	Primary billing system for POTS and UNE
ADUF	Enables a CLEC to provision its network using BellSouth UNE ports and capture the originating and terminating minutes of use (MOUs) generated when IntraLATA/interlata calls are generated from or terminated to its end user's line.
ODUF	Provides electronic billing data for billable messages that are carried over the BellSouth Network, processed in the BellSouth CRIS Billing System, and billed to BellSouth CLEC customer. Also includes electronic billing data for operator-handled calls originating from CLEC subscriber lines for those CLECs who purchase Operator Services from BellSouth.

Figure B.4-II: Billing/Usage Types

2. Customer Type

The Customer Type category addresses only business and residential end users. The MTP excludes government.

B. Billing/Usage Coverage

Case	Description
501	Daily usage feed test cases will be drawn from selected scenarios found in Appendix B.
502	Invoicing test cases will be drawn from selected scenarios found in Appendix B.
504	A CLEC contacts BellSouth and wishes to make changes to existing leased UNE Loops and/or ports. A CLEC order submitted to BellSouth before invoice cutoff, provisioned before and after.
505	A CLEC contacts Bell South and wishes to order new Loops and/or ports. The order will include new equipment required and no new equipment required. A CLEC order submitted to BellSouth before invoice cutoff, provisioned before and after.

Scenario # 501: Daily usage feed test cases will be drawn from selected scenarios found in Appendix B.

Scenario Description:

Daily usage feed test cases will be drawn from selected scenarios found in Appendix B.

Network Configuration:

NA

Scenario Characteristics:

Provisioning	X
Normal Volume	
Peak Volume	
CRIS/CABS	X
ADUF/ EODUF/ ODUF	X

Test Case Requirements:

Supplement	
Errors	X
Cancel	
Directory Listing	

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Scenario # 502: Invoicing test cases will be drawn from selected scenarios found in Appendix B.

Scenario Description:

> *Invoicing test cases will be drawn from selected scenarios found in Appendix B.*

Network Configuration:

> NA

Scenario Characteristics:

Provisioning	X
Normal Volume	
Peak Volume	
CRIS/CABS	X
ADUF/ EODUF/ ODUF	X

Test Case Requirements:

Supplement	
Errors	X
Cancel	
Directory Listing	

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Scenario # 504: A CLEC contacts BellSouth and wishes to make changes to existing CLEC leased UNE loops and/or ports. A CLEC order submitted to BellSouth before invoice cutoff, provisioned before and after.

Scenario Description:

A CLEC contacts BellSouth and wishes to make changes to existing CLEC leased UNE loops and/or ports. A CLEC order submitted to BellSouth before invoice cutoff, provisioned before and after.

Network Configuration:

NA

Scenario Characteristics:

Provisioning	X
Normal Volume	
Peak Volume	
CRIS/CABS	X
ADUF/ EODUF/ ODUF	X

Test Case Requirements:

Supplement	
Errors	X
Cancel	
Directory Listing	

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Scenario # 505: *A CLEC contacts BellSouth and wishes to order new Loops and/or ports. The order will include new equipment required and no new equipment required. A CLEC order submitted to BellSouth before invoice cutoff, provisioned before and after.*

Scenario Description:

A CLEC contacts BellSouth and wishes to order new Loops and/or ports. The order will include new equipment required and no new equipment required. A CLEC order submitted to BellSouth before invoice cutoff, provisioned before and after.

Network Configuration:

NA

Scenario Characteristics:

Provisioning	X
Normal Volume	
Peak Volume	
CRIS/CABS	X
ADUF/ EODUF/ ODUF	X

Test Case Requirements:

Supplement	
Errors	X
Cancel	
Directory Listing	

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Appendix B5:
M & R Scenarios

Maintenance & Repair Scenarios

A. Primary Categories

Maintenance & Repair (M&R) Scenarios were generated by applying BellSouth's OSS electronic ordering business rules and business logic across the following primary categories:

Primary Categories	Definition
1. Products and Services	The products and services which cause trouble reports.
2. Trouble Types	The type of trouble reported by the customer
3. Customer Types	The type of end user account linked to an order.
4. Interface Types	The type of BellSouth interface to be tested.

Figure B5-I: Maintenance & Repair Scenario Coverage

1. Products and Services

Figure B5-II lists the individual products covered in the functionality test per the Product Selection analysis described in Appendix A of this Test. A statistically and functionally representative sample of resale and UNE trouble test cases, including error conditions, will be tested at volumes.

Products to be Tested for Maintenance & Repair
UNE Loops
2-Wire Analog Designed Loops
2-Wire Analog Non-Designed Loops
~~4-Wire Analog Designed Loops~~
~~4-Wire Analog Designed Loops~~
42-Wire ISDN Loops
4-Wire DS-1 Loops
UNE Port
Analog Port
~~Digital Port~~
UNE Loop-Port
2-Wire Analog Loop-Port Combination
~~4-Wire Analog Loop-Port Combination~~
~~2-Wire Analog Loop-Port Combination~~
~~4-Wire Analog Loop-Port Combination~~
Loop-Dedicated Interoffice Transport Combination
Resale
Simple Resale
~~ISDN-BRI~~
~~Analog PBX-DID Trunk~~
Synchronet

Figure B5-II: Products to be Tested for Maintenance & Repair

2. Trouble Types

Figure B5-III describes the types of trouble reports that will be entered into the TAFI and ECTA interfaces.

Trouble Type	Description
Dialtone Problems	Dialtone trouble includes: inability to originate and/or receive calls, no dialtone at times, slow dialtone, and dialtone after dialing.
Transmission Problems	Transmission trouble includes interference or poor sound quality while originating or receiving calls.
Feature Problems	Feature trouble includes problems with customer's features. * TAFI can also process service verification requests by comparing information on the CSR with what is programmed in the switch, including calling plans, features and PIC. ECTA only allows the CLEC to "enter" a trouble report for subsequent manual processing
~~Switched Network Problems~~	~~Switched network problems include trouble related to the switch.~~
Data Problems	Data trouble specifies problems with sending and receiving data.
Other	Other trouble type includes historical reports, information and non-categorized problems. Physical problems are labeled as "other" in Figure B5-IV.

Figure B5-III: M&R Trouble Types

3. Customer Type

The Customer Type category addresses only business and residential end users. The Test excludes government.

4. Interface Type

BellSouth offers two interfaces for CLEC maintenance & repair issues: ECTA and TAFI. In many cases, both ECTA and TAFI will be tested using the same scenario.

B. Test Case Definition (Secondary Requirements)

Additional requirements or variables will be introduced below the test scenario level in order to define individual test cases. These secondary requirements will address designed errors (e.g., invalid entries), cancels and repeat troubles. In addition, timing associated with trouble reports on new installations will vary at the test case level.

Note: TAFI processes non-designed, telephone number based, Plain Old Telephone Service (POTS). Because unbundled ports and unbundled loop - port combos are handled in the same manner as a POTS line for maintenance and repair, non-designed UNEs can be entered through TAFI. Unbundled Loops and designed UNEs, on the other hand, will not be entered via TAFI.

Note: ECTA will enter both POTS troubles in LMOS and 'designed' service troubles in WFA for subsequent manual processing. With the deployment of ECTA Release 5.0 (6/21/99), ECTA will enter non-designed UNE Loop (SL-1) troubles in LMOS.

C. Maintenance & Repair Coverage

The following table illustrates coverage of the maintenance & repair scenarios along the four primary categories described above.

Scenario Description	Analog UNEs (Loop, Port, Loop/ Port Combo)	Digital UNEs (Loop, Port, Loop/ Port Combo)	Analog Resale	Digital Resale	Dialing Problems (No Dialtone, Outgoing Call Incoming Calls)	Trans-mission Problems	Feature Problems	Switched Network Problems	Data Problems	Other	Bus	Res	TAFI	ECTA
Product Type					**Trouble Type**						**Customer**		**Interface**	
Analog UNE Loop														
601 CLEC reports SL2 UNE analog loop trouble to BST on behalf of CLEC business customer who cannot receive or originate calls.	X				X						X			X
602 CLEC reports UNE SL2 analog loop trouble to BST on behalf of CLEC residential customer who cannot originate or receive calls.	X				X							X		X
603 CLEC reports SL2 UNE analog loop trouble to BST on behalf of CLEC business customer who cannot originate calls.	X				X						X			X
604 CLEC reports SL2 UNE ~~analog~~ DS1 digital loop trouble to BST in regard to CLEC residential customer complaint that they cannot originate calls.	~~X~~	X			X							X		X
605 CLEC reports UNE SL2 analog loop trouble to BST in response to CLEC business customer complaint that although they can originate or receive calls.	X				X						X			X
606 CLEC reports trouble on an SL2 UNE analog loop to BST on behalf of CLEC residential customer who cannot receive calls.	X				X							X		X
607 CLEC submits trouble report on an SL2 UNE analog loop to BST on behalf of a CLEC business customer who complains about noise on the lines.	X					X					X			X
608 CLEC submits trouble report on UNE SL2 analog	X					X						X		X

Scenario Description	Product Type				Trouble Type						Customer		Interface	
	Analog UNEs (Loop, Port, Loop/Port Combo)	Digital UNEs (Loop, Port, Loop/Port Combo)	Analog Resale	Digital Resale	Dialing Problems (No Dialtone, Outgoing Call Incoming Calls)	Trans-mission Problems	Feature Problems	Switched Network Problems	Data Problems	Other	Bus	Res	TAFI	ECTA
loop to BST in response to CLEC residential customer's complaints of crosstalk.														
Digital UNE Loop														
609 Deleted														
610 CLEC reports line failure to BST SL1 UNE ~~DS0~~ DS1 digital loop.		X			X									
611 CLEC reports trouble on SL1 UNE digital loop to BST in regard to CLEC business customer complaint that they cannot originate calls.		X			X						X			X
612 CLEC reports trouble on ~~SL1~~ SL2 UNE DS1 digital loop to BST on behalf of residential customer who cannot originate calls.		X			X							X		X
613 CLEC reports trouble on SL2 UNE digital loop to BST on behalf of small CLEC business customer who cannot receive calls.		X			X						X			X
614 CLEC reports trouble on ~~SL2 SL1~~ UNE ~~digital~~ analog loop to BST on behalf of residential customer who cannot receive calls.	X	X			X							X		X
615 CLEC reports ~~high bit error rates~~ no dial tone on ~~SL2 SL1~~ UNE ~~DS0~~ analog loop to BST in response to CLEC business customer complaint.	X	X			X				X		X			X
616 Deleted														
Analog Loop – Port UNE Combination														
617 Deleted														
618 CLEC reports trouble on UNE analog loop - port combination to BellSouth of behalf of CLEC residential customer who cannot receive or originate calls.	X				X							X	X	X
~~619 CLEC reports trouble on UNE analog loop – port combinations to BST on behalf of CLEC business customer who cannot originate calls after~~	X				X						X		X	X

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	Scenario Description	Analog UNEs (Loop, Port, Loop/Port Combo)	Digital UNEs (Loop, Port, Loop/Port Combo)	Analog Resale	Digital Resale	Dialing Problems (No Dialtone, Outgoing Call Incoming Calls)	Transmission Problems	Feature Problems	Switched Network Problems	Data Problems	Other	Bus	Res	TAFI	ECTA
	~~migration from BST.~~														
620	CLEC reports trouble on UNE analog loop - port combination to BST in response to CLEC residential customer complaint of inability originate calls after migration from BST.	X				X							X	X	X
621	CLEC submits trouble on 6 UNE ~~analog~~ DS1 digital loops - ~~port combinations~~ to BellSouth on behalf of CLEC business customer who cannot receive calls after migration from BST.	X	X			X						X		X	X
622	CLEC reports trouble on UNE analog loop - port combination to BST in response to CLEC residential customer complaint that they cannot receive calls.	X				X							X	X	X
623	Deleted														
624	Deleted														
625	Deleted														
626	CLEC reports trouble on UNE analog loop - port combination to BST on behalf of CLEC business customer whose Three-Way Calling feature is not functioning properly.	X						X				X		X	
	Digital Loop-Port UNE Combination														
627	CLEC reports feature trouble on UNE ~~ISDN port~~ DS1 digital loop to BST in response to CLEC residential customer complaint.		X					X					X	X	X
628	CLEC queries BST maintenance & repair systems in order to verify calling plan for CLEC business customer served by BST provided UNE analog loop - port combination.	X									X	X		X	
629	CLEC queries BST maintenance & repair systems in order to verify features for CLEC residential	X									X		X	X	

Scenario Description	Product Type				Trouble Type						Customer		Interface	
	Analog UNEs (Loop, Port, Loop/Port Combo)	Digital UNEs (Loop, Port, Loop/Port Combo)	Analog Resale	Digital Resale	Dialing Problems (No Dialtone, Outgoing Call Incoming Calls)	Trans-mission Problems	Feature Problems	Switched Network Problems	Data Problems	Other	Bus	Res	TAFI	ECTA
customer served by 2 BST provided UNE analog loop - port combinations.														
630 CLEC queries BST maintenance & repair systems to obtain Trouble History Report for small CLEC business customer served by BST provided unbundled analog loop - port combination.	X							X			X		X	
631 CLEC queries BST maintenance & repair systems to obtain Trouble History Report for CLEC residential customer served by BST provided unbundled analog loop - port combination.	X							X				X	X	
Digital Loop-Port UNE Combination														
632 Deleted														
633 CLEC reports NDT customer cannot originate call on two one SL2 UNE ISDN BRI ports DS1 digital loop to BST.		X			X						X			X
634 CLEC reports trouble on UNE ISDN BRI port loop to BST on behalf of CLEC residential customer who cannot make or receive calls.		X			X							X		X
635 CLEC submits troubles NDT on UNE ISDN BRI port loop to BST in response to CLEC residential customer's report. Trouble report merits Emergency Commitment.		X			X							X		X
636 CLEC reports trouble on three UNE ISDN-BRI ports loops to BST in response to CLEC business customer complaint that they cannot originate calls.		X			X						X			X
637 CLEC reports trouble on unbundled -UNE ISDN-BRI port loop to BST on behalf of CLEC residential customer who cannot originate calls.		X			X							X		X
638 Deleted														

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#	Scenario Description	Analog UNEs (Loop, Port, Loop/ Port Combo)	Digital UNEs (Loop, Port, Loop/ Port Combo)	Analog Resale	Digital Resale	Dialing Problems (No Dialtone, Outgoing Call Incoming Calls)	Trans-mission Problems	Feature Problems	Switched Network Problems	Data Problems	Other	Bus	Res	TAFI	ECTA
		Product Type				Trouble Type						Customer		Interface	
639	Deleted														
640	Deleted														
641	CLEC reports vertical feature trouble on UNE ISDN-BRI port to BST for CLEC residential line.		X					X					X		X
642	Deleted														
643	~~Deleted~~CLEC reports trouble on ISDN BRI UNE loopin response to customer cannot receive calls		X			X							X		X
UNE Port (Scenarios 648, 657, 658, and 659 were modified to be used for digital loop observations)															
644	CLEC reports trouble on ~~UNE analog port~~ ISDN BRI UNE loopto BST in response to business customer's inability to receive or originate calls.	X	X			X						X		X	X
645	CLEC submits trouble report on two UNE ISDN-BRI ports to BST in response to CLEC residential customer report of NDT.		X			X							X	X	X
646	CLEC reports trouble with UNE port to BST in response to CLEC business customer complaint that calls cannot be originated on any line.		X			X						X		X	X
647	Deleted														
648	CLEC reports trouble on UNE digital loop to BST in response to CLEC business customer's inability to receive incoming calls on their ADSL.		X			X						X		X	X
649	Deleted														
650	CLEC reports to BST that features for CLEC business customer are not working properly due to UNE analog port.	X						X				X		X	X

	Scenario Description	Product Type				Trouble Type						Customer		Interface	
		Analog UNEs (Loop, Port, Loop/Port Combo)	Digital UNEs (Loop, Port, Loop/Port Combo)	Analog Resale	Digital Resale	Dialing Problems (No Dialtone, Outgoing Call Incoming Calls)	Trans-mission Problems	Feature Problems	Switched Network Problems	Data Problems	Other	Bus	Res	TAFI	ECTA
651	CLEC reports to BST that features for CLEC residential customer are not working properly due to UNE analog port.	X						X					X	X	X
652	CLEC queries BST maintenance and repair systems to validate calling rate plan for CLEC residential customer served by BST provided UNE analog port.	X									X		X	X	
653	CLEC queries BST maintenance and repair systems to validate calling rate plan for CLEC business customer served by BST provided UNE analog port.		X								X	X		X	
654	Deleted														
655	Deleted														
656	Deleted														
657	CLEC reports outage on ~~DS1 UNE loop MUXd to DS3 UNE IOF to BST.~~ UNE DS1 IOF loop combination to BST.		X			X						X			X
658	CLEC reports transmission problems on ~~unbundled IOF—loop combination to BST per CLEC business customer's complaint.~~ UNE DS1 IOF loop combination to BST.		X				X					X			X
659	CLEC reports PBX trunk failure on unbundled digital loop to BST.		X								X	X			X
Resale															
660	Deleted														
661	Deleted														

Scenario Description	Product Type				Trouble Type						Customer		Interface	
	Analog UNEs (Loop, Port, Loop/ Port Combo)	Digital UNEs (Loop, Port, Loop/ Port Combo)	Analog Resale	Digital Resale	Dialing Problems (No Dialtone, Outgoing Call Incoming Calls)	Trans- mission Problems	Feature Problems	Switched Network Problems	Data Problems	Other	Bus	Res	TAFI	ECTA
662 Deleted														
663 Deleted														
664 Deleted														
665 Deleted														
666 CLEC reports trouble on resold Synchronet line to BST.				X					X		X			X
667 DeletedCLEC reports trouble on resale POTS line on behalf of CLEC business customer unable to receive calls.	X				X						X		X	
668 DeletedCLEC reports trouble on resale POTS line on behalf of CLEC redsidential customer unable to receive calls.	X				X							X	X	
669 Deleted														

Figure B5-IV: Maintenance & Repair Coverage Matrix

Scenario # 601: *CLEC reports SL2 UNE analog loop trouble to BST on behalf of CLEC business customer who cannot receive or originate calls.*
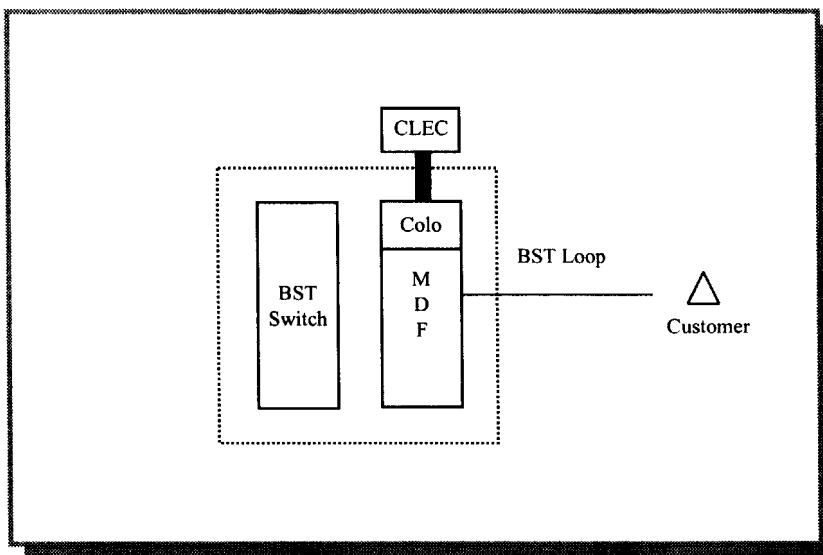
Scenario Description:

CLEC business customer with BST design UNE analog loop reports to CLEC that they cannot receive or originate calls on their line.

CLEC isolates trouble to analog loop and submits a trouble report to BST using the loop circuit id.

After the trouble is reported, the customer calls back to inquire about trouble status.

Network Configuration:

Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

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Scenario # 602: CLEC reports SL2 UNE analog loop trouble to BST on behalf of CLEC residential customer who cannot originate or receive calls.
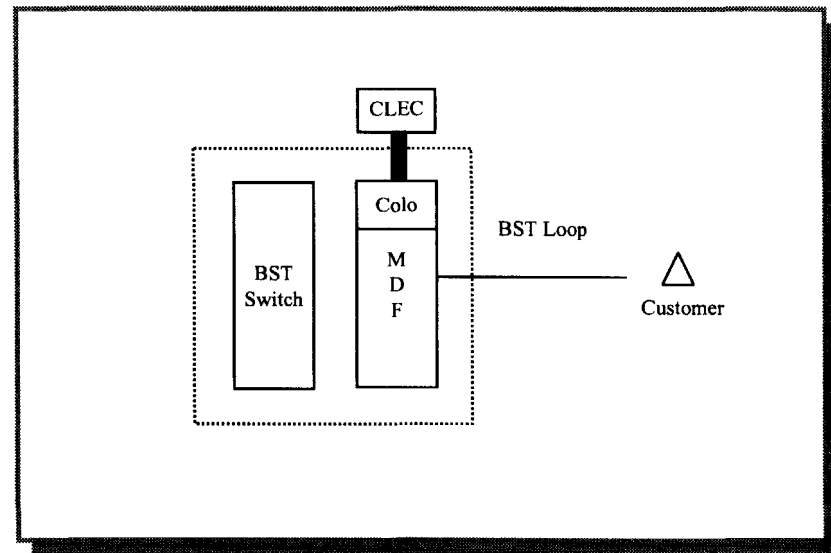
Scenario Description:

A CLEC residential customer reports to CLEC that they cannot receive or originate calls on their line. CLEC provisioned the service through BST supplied design UNE analog loop.

CLEC isolates trouble to analog loop and submits a trouble report to BST using loop circuit id.

Customer calls regarding later regarding trouble status.

Network Configuration:

Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

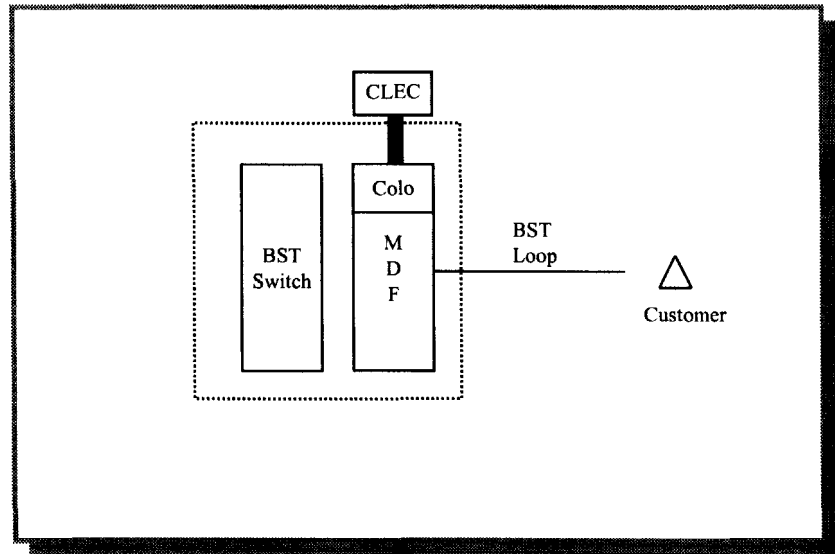| Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

Scenario # 603: CLEC reports SL2 UNE analog loop trouble to BST on behalf of CLEC business customer who cannot originate calls.

Scenario Description:

A CLEC business customer with two BST supplied design UNE analog loop reports to CLEC that they cannot originate calls.

The CLEC isolates the trouble to BST analog loop and submits a trouble report using the loop circuit id.

Network Configuration:

Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

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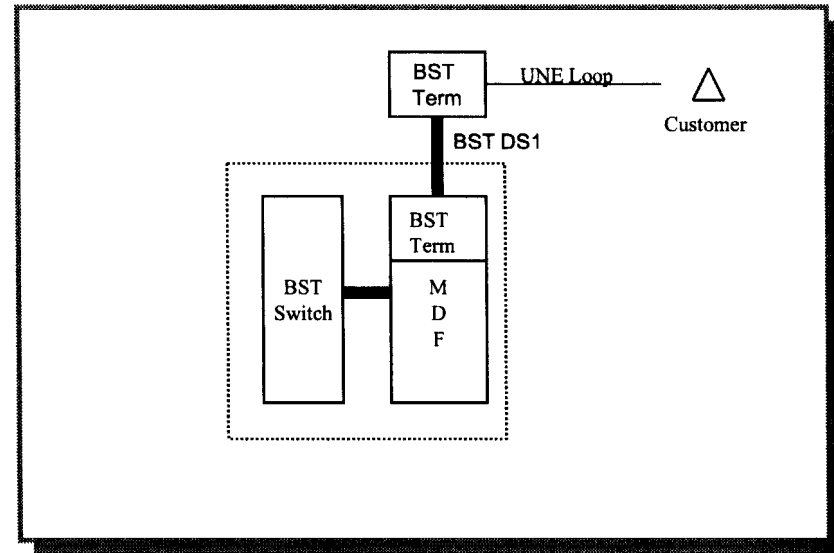Master Test Plan
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MODIFIED

Scenario # 604: CLEC reports SL2 DS1 UNE loop trouble to BST in regard to CLEC residential customer complaint that they cannot originate calls.

Scenario Description:

A CLEC residential customer with BST supplied design digital UNE loop reports that they cannot originate calls.

CLEC isolates the problem to BST loop and submits trouble report

Network Configuration:

Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

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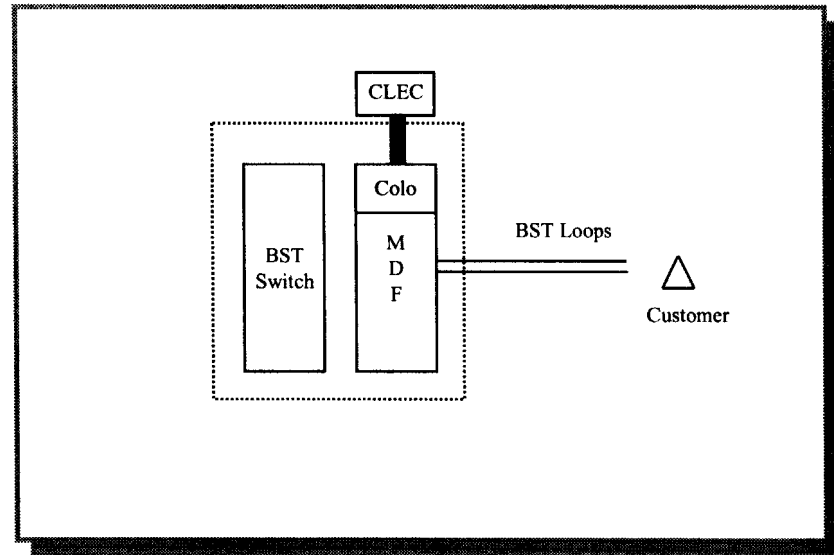Master Test Plan
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Scenario # 605: CLEC reports SL2 UNE analog loop trouble to BST in response CLEC business customer complaint that they cannot originate or receive calls.

Scenario Description:

A CLEC business customer with BST supplied design UNE analog loop reports that they cannot originate or receive calls.

CLEC isolates problem to BST analog loop and submits trouble report using the loop circuit id.

Network Configuration:

```
                    CLEC

          ┌───────────────────┐
          │          Colo     │
          │  ┌─────┐ ┌─────┐   │    BST Loops
          │  │ BST │ │  M  │───┼──────────────  △
          │  │Switch│ │  D  │   │
          │  │     │ │  F  │   │             Customer
          │  └─────┘ └─────┘   │
          └───────────────────┘
```

Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

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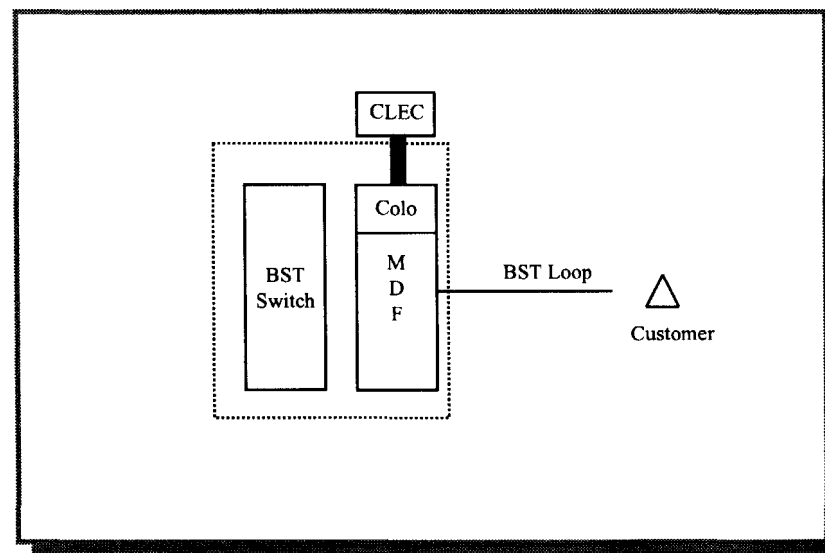Georgia OSS Evaluation
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**Scenario # 606**: _**CLEC reports trouble on an SL2 UNE analog loop to BST on behalf of CLEC residential customer who cannot receive calls.**_

Scenario Description:

A CLEC residential customer with BST supplied design UNE analog loop reports that they cannot receive calls.

CLEC isolates to BST analog loop and creates a trouble ticket.

Network Configuration:

Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

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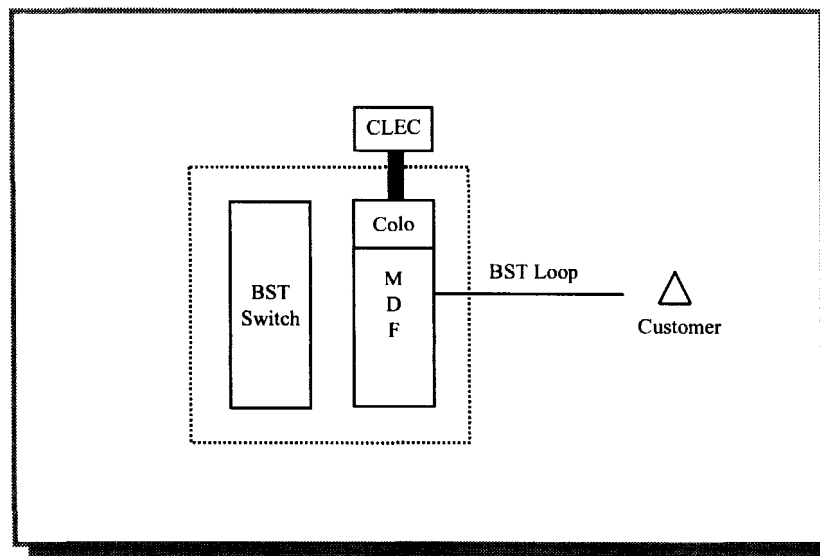Georgia OSS Evaluation
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Scenario # 607: *CLEC submits trouble report on SL2 UNE analog loop to BST on behalf of a CLEC business customer who complains about noise on the line.*

Scenario Description:

A CLEC business customer with a BST provided design UNE analog loop complains about noisy line.

CLEC isolates to BST analog loop and creates a trouble report.

Network Configuration:

Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

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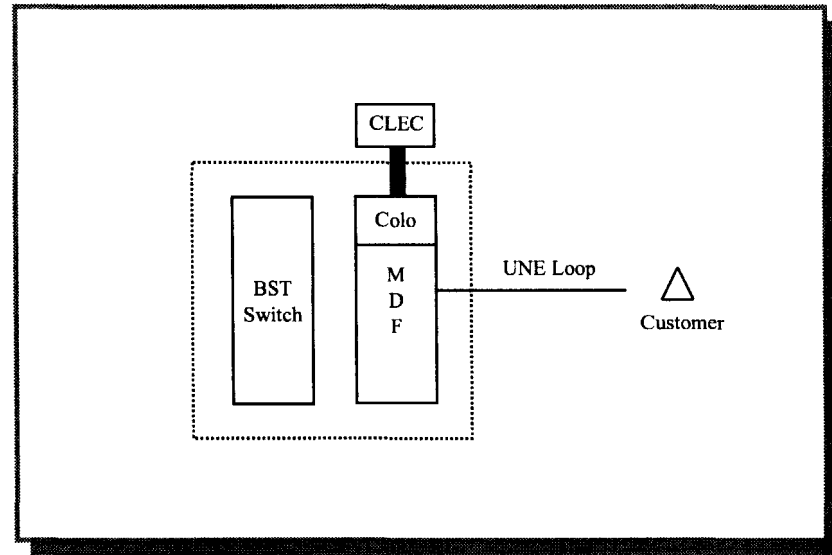Page B5-7

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Scenario # 608: *CLEC submits trouble report on SL2 UNE analog loop to BST in response to CLEC residential customer's complaints of cross talk.*

Scenario Description:

A CLEC residential customer with BST provided design UNE analog loop complains about cross talk.

CLEC isolates to BST analog loop and creates a trouble report.

Network Configuration:

Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

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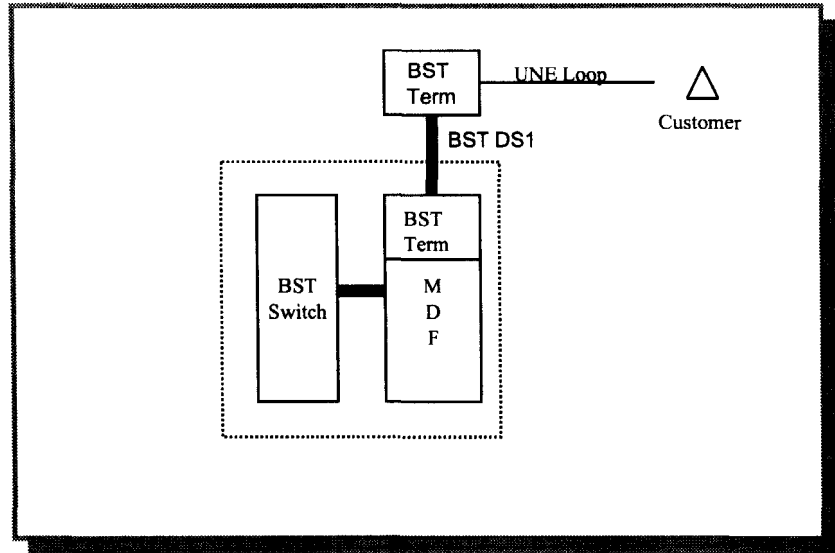Master Test Plan
Version 4.0

MODIFIED

Scenario # 610: _CLEC reports line failure to BST on SL1 DS1 UNE loop._

Scenario Description:

CLEC residential customer with BST provided UNE non-design UNE loop reports NDT.

CLEC issues test and isolates to the BST loop. CLEC creates trouble report.

.

Network Configuration:

Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

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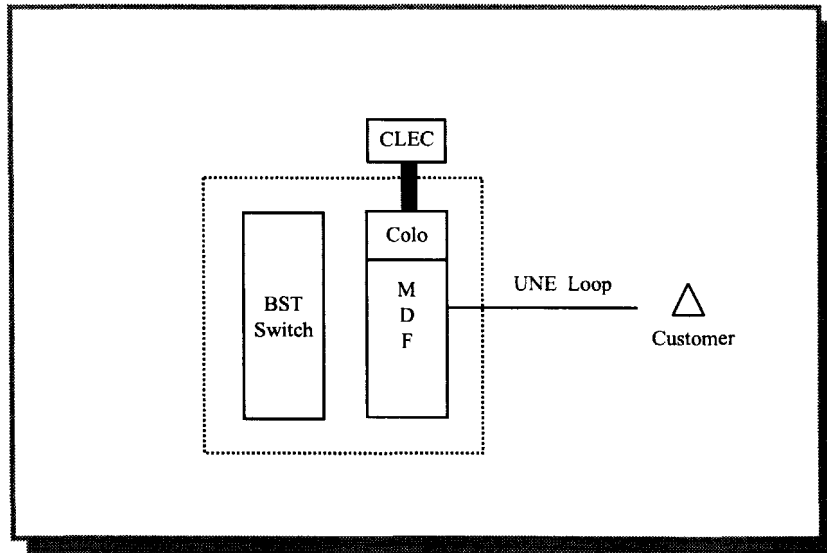Page B5-9

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Scenario # 611: _CLEC reports trouble on SL2 UNE loop to BST in regard to CLEC business customer complaint that they cannot originate calls._

Scenario Description:

Small CLEC business customer, served by CLEC switch and a design UNE loop, cannot originate calls.

CLEC issues test and determines that problem is confined to the BST loop. CLEC creates trouble report.

Network Configuration:

Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X				X

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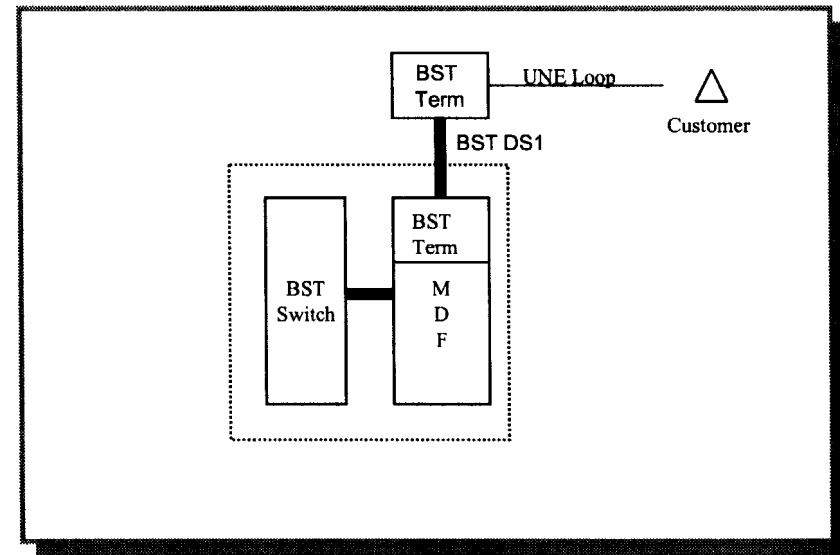Master Test Plan
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MODIFIED

Scenario # 612: _CLEC reports trouble on SL2 DS1 UNE loop to BST on behalf of residential customer who cannot originate calls._

Scenario Description:

CLEC residential customer, served by CLEC switch and BST design UNE loop, cannot originate calls.

CLEC issues test and isolates to the BST loop. CLEC submits a trouble report.

Network Configuration:

Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X				X

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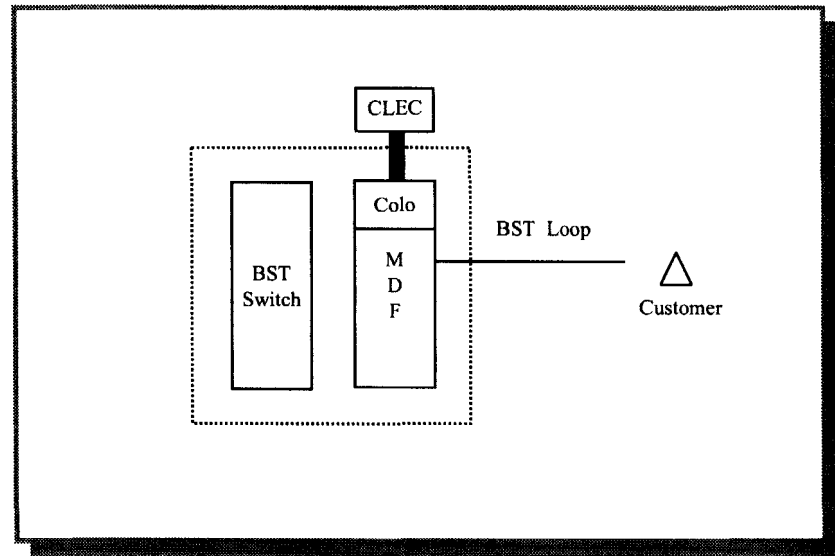Georgia OSS Evaluation
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Scenario # 613: _CLEC reports trouble on SL2 UNE analog loop to BST on behalf of small CLEC business customer who cannot receive calls._

Scenario Description:

Small CLEC business customer, served by CLEC switch and a BST designed UNE analog loop, cannot originate or receive calls.

CLEC issues test and determines that problem is confined to the BST loop. CLEC submits trouble report.

Network Configuration:

CLEC

Colo

BST Switch

M D F

BST Loop

Customer

Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X				X

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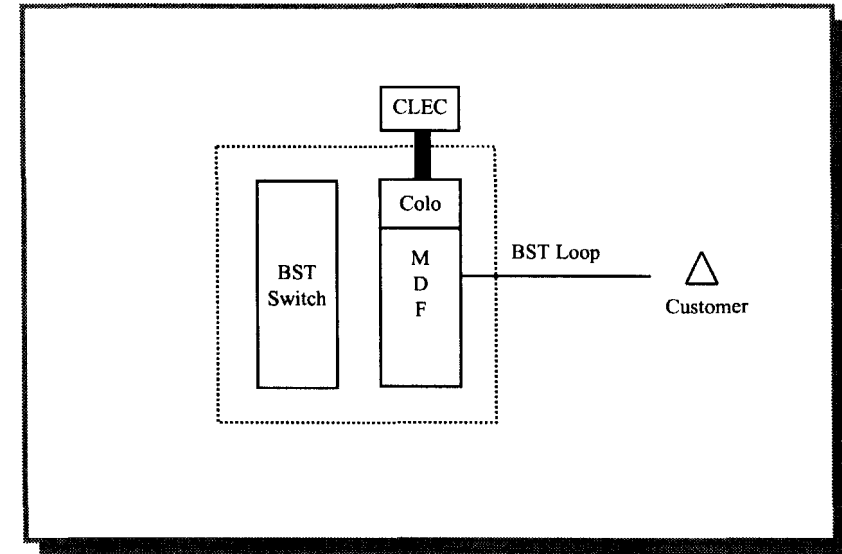Master Test Plan
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MODIFIED

Scenario # 614: **_CLEC reports trouble on SL1 UNE analog loop to BST on behalf of residential customer who cannot receive calls._**

Scenario Description:

CLEC residential customer, served by CLEC switch and BST provided non-design UNE analog loop, cannot receive calls.

CLEC issues test and isolates to the BST loop. CLEC submits trouble report.

Network Configuration:

Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X				X

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MODIFIED

Scenario # 615: _CLEC reports No Dial Tone on SL1 UNE analog loop to BST in response to CLEC business customer complaint._
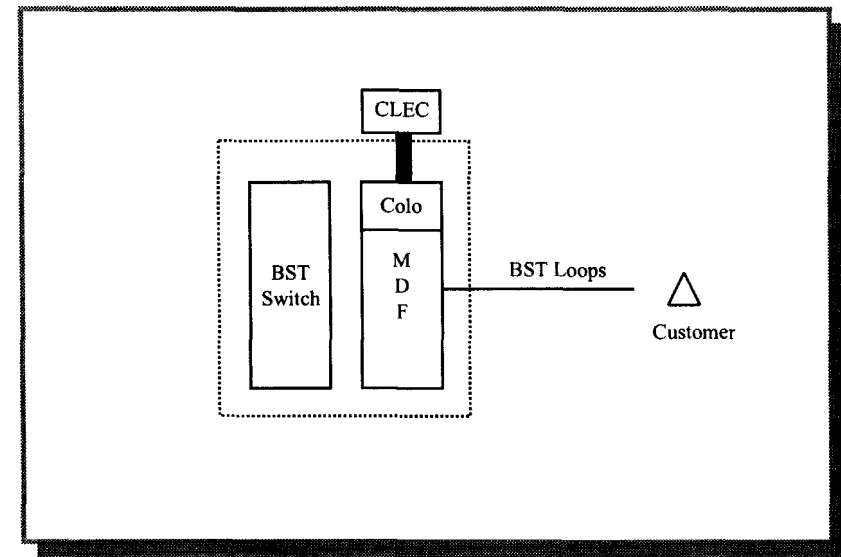
Scenario Description:

CLEC business customer with BST provided non-design UNE analog loop reports NDT.

CLEC issues test and determines that problem is confined to the BST loop. CLEC submits trouble report

CLEC cancels the trouble report before dispatch.

Network Configuration:

Requirements Addressed:

Test Conditions

Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

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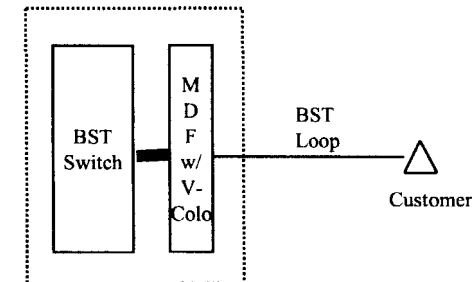Master Test Plan
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Scenario # 618: *CLEC reports trouble on UNE analog loop/port combination to BellSouth on behalf of CLEC residential customer who cannot receive or originate calls.*

Scenario Description:

CLEC residential customer with BST supplied UNE analog loop/port combination reports that they cannot receive or originate calls.

CLEC isolates to BST UNE loop and submits trouble report.

Network Configuration:

```
            +---------+ +------+
            |         | |  M   |
            |         | |  D   |        BST
            |  BST    | |  F   |        Loop
            |  Switch | |  w/  |----------------/\
            |         | |  V-  |
            |         | |  Col |        Customer
            +---------+ +------+
```

Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X			X	X

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Scenario # 620: CLEC reports trouble on a UNE analog loop/port combination to BST in response to CLEC residential customer complaint of inability to originate calls.
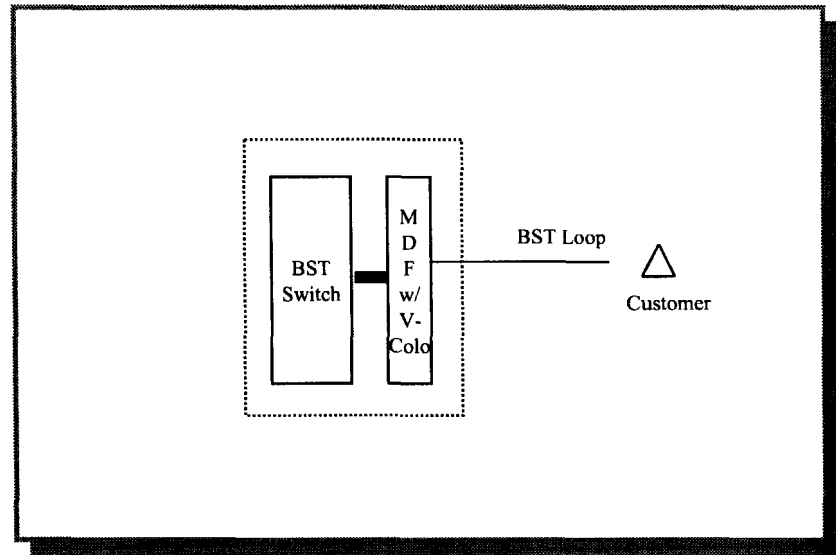
Scenario Description:

Recently after migration from BST, CLEC residential customer with BST provided UNE analog loop/port combination cannot originate calls.

CLEC isolates to BST UNE loop and submits trouble report.

Customer requests status from CLEC.

Network Configuration:

Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X			X	X

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Scenario # 621: *CLEC submits trouble on 6 DS1 UNE loops to BellSouth on behalf of CLEC business customer who cannot receive calls.*
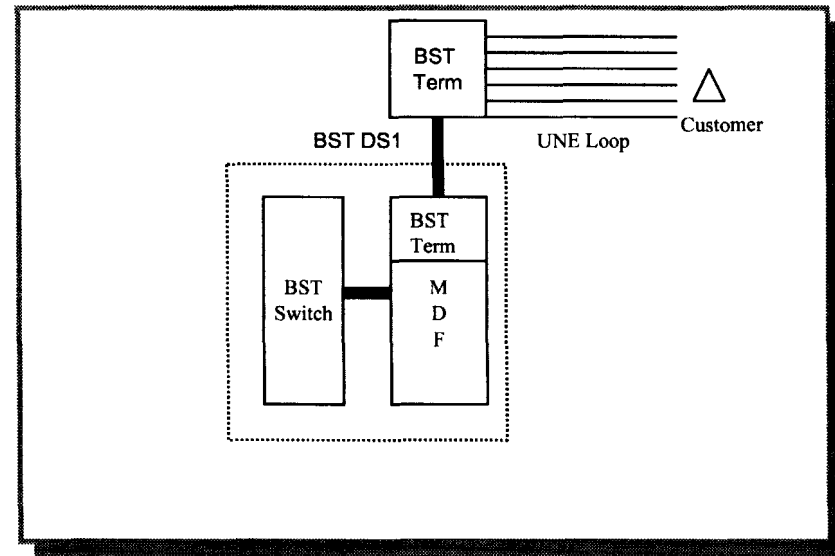
Scenario Description:

A CLEC business customer inability to originate calls on 6 BST provided UNE DS1 loops.

CLEC determines that problem is confined to BST UNE loop and submits trouble report.

Customer requests status from CLEC.

Network Configuration:

| BST Term |
| BST DS1 | UNE Loop | Customer |
| BST Switch | BST Term M D F |

Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X			X	X

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Scenario # 622: CLEC reports trouble on UNE analog loop/port combination to BST in response to CLEC residential customer complaint that they cannot receive calls.
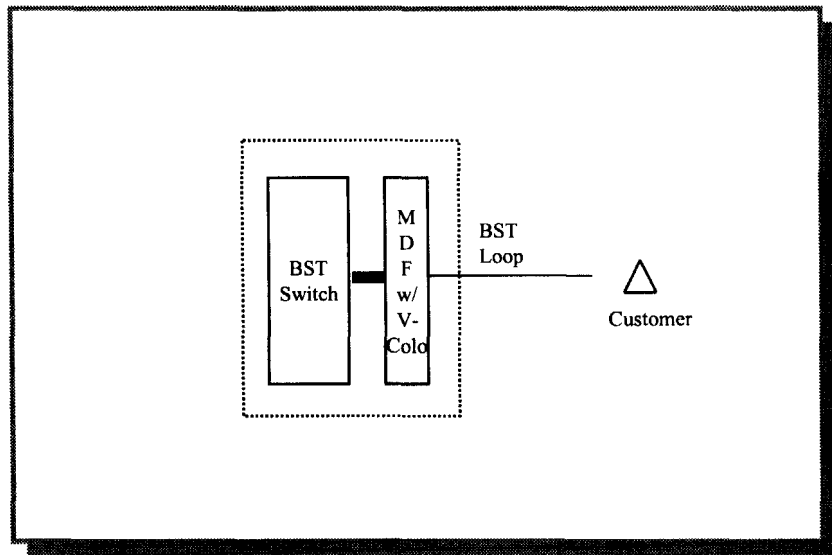
Scenario Description:

A CLEC residential customer with BST provided UNE analog loop/port combination cannot receive calls.

CLEC isolates to BST UNE port and submits trouble report.

Customer requests status from CLEC.

Network Configuration:

Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X			X	X

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Scenario # 626: CLEC reports trouble on a UNE analog loop/port combination to BST in response to CLEC Business customer complaint of inability to originate calls.
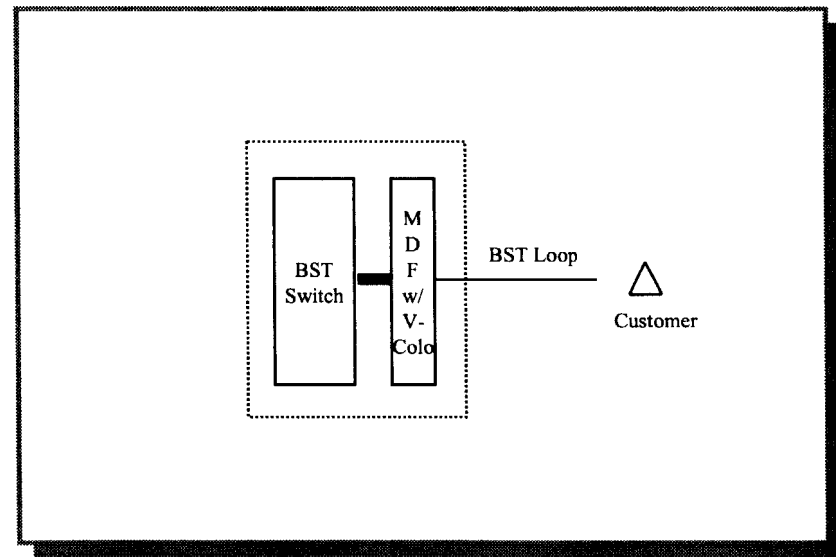
Scenario Description:

A CLEC Business customer with BST provided UNE analog loop/port combination cannot originate calls.

CLEC isolates to BST UNE loop and submits trouble report.

Customer requests status from CLEC.

Network Configuration:

Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X			X	

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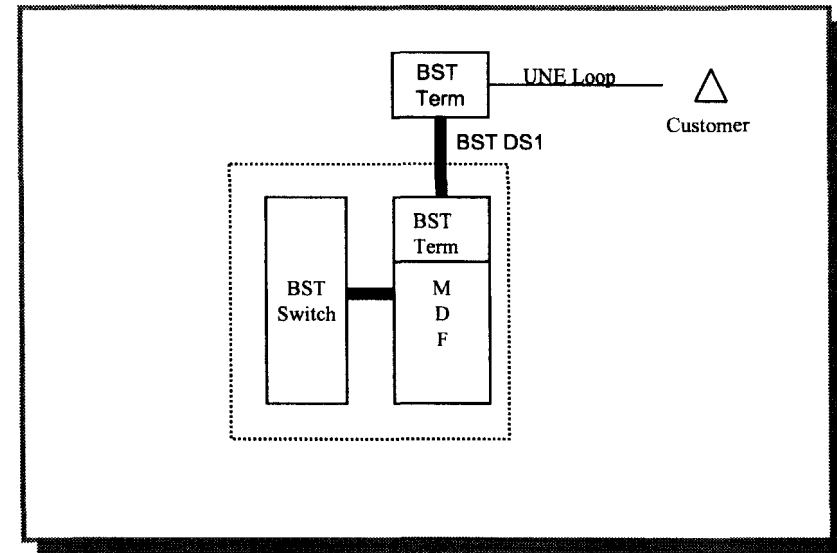Georgia OSS Evaluation
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MODIFIED

Scenario #627: CLEC reports trouble on SL2 DS1 UNE loop to BST on behalf of residential customer who cannot originate calls..

Scenario Description:

CLEC residential customer, served by CLEC switch and BST design UNE loop, cannot originate calls.

CLEC issues test and isolates to the BST loop. CLEC submits a trouble report.

Network Configuration:

Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X			X		X	X

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Scenario # 628: CLEC queries BST maintenance & repair systems in order to verify calling plan for CLEC business customer served by BST provided UNE analog loop/port combination.
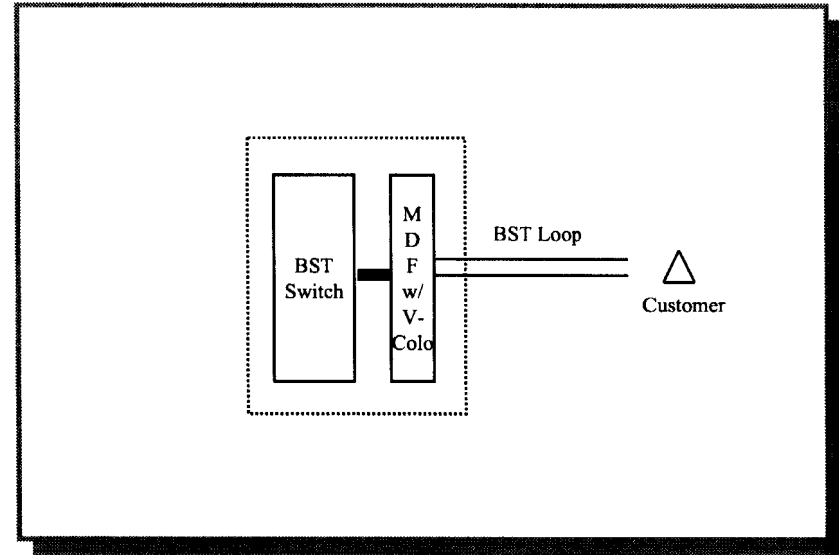
Scenario Description:

CLEC business customer with three BST UNE analog loop/port combinations claims that they have been charged for the wrong calling plan.

CLEC queries BST system to verify customer account's services and features.

Note: TAFI does not resolve "billing problems." It compares CSR with what is programmed in the switch.

Network Configuration:

Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X			X	

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